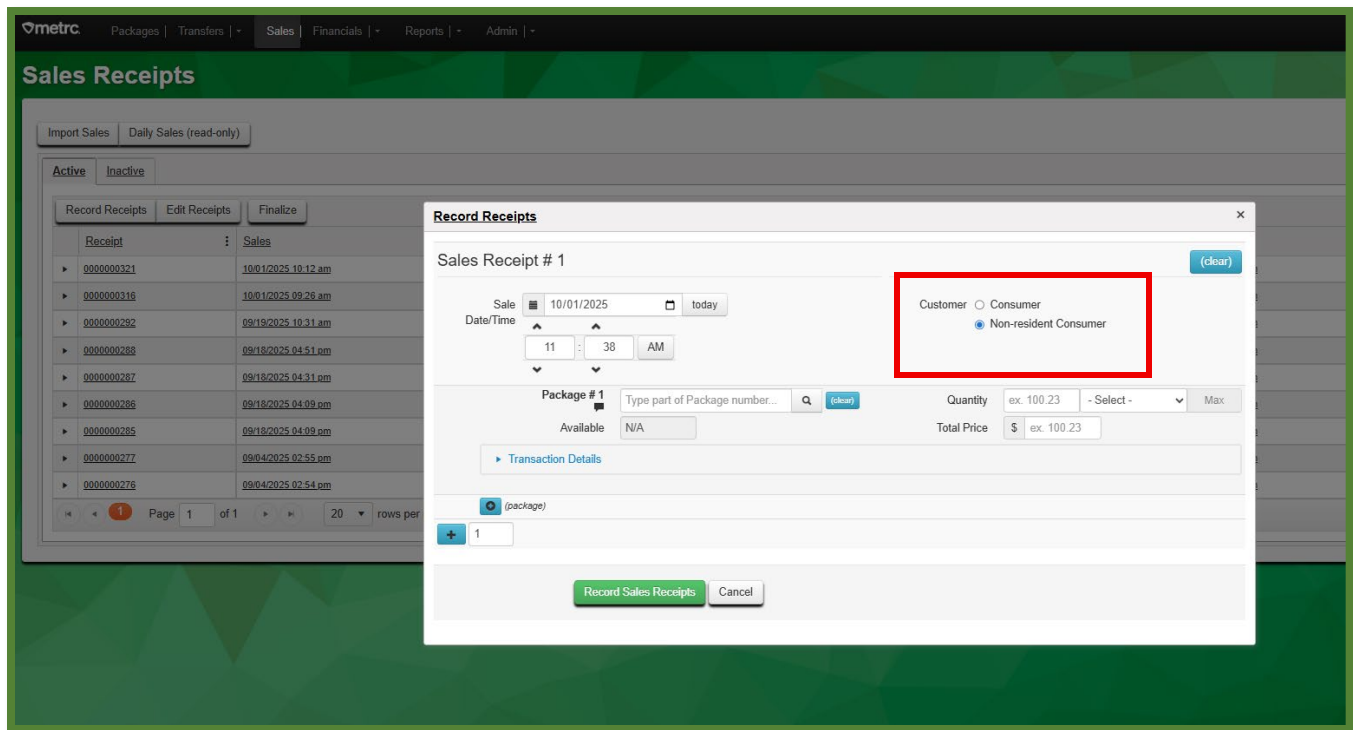


<b>Bulletin Number:</b> IL IB 0022	<b>Distribution Date:</b> 10/31/2025	<b>Effective Date:</b> 12/01/2025
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Out of State Adult Use Sales	
<b>Reason:</b> To notify the industry of how to categorize adult use sales for out-of-state consumers.		

Greetings,

Metrc is pleased to announce that Illinois retailers will have the ability to categorize adult use sales made to consumers from outside of the State of Illinois. To record a sale to a consumer from out of state in Metrc, select the “Non-resident Consumer” option in the customer section of the Record Receipts action window – **see Figure 1.**



**Figure 1: Non-resident Consumer option**

Once the sale has been recorded, the Customer Type will appear in the Active Sales Receipts screen as “NonResidentConsumer” – **see Figure 2 below.**

### Sales Receipts

Import Sales | Daily Sales (read-only)

Active | Inactive

Record Receipts | Edit Receipts | Finalize

Receipt	Sales	Customer Type	Patient
▶ 0000000323	10/01/2025 11:43 am	NonResidentConsumer	
▶ 0000000322	10/01/2025 11:38 am	NonResidentConsumer	
▶ 0000000321	10/01/2025 10:12 am	NonResidentConsumer	
▶ 0000000316	10/01/2025 09:26 am	Consumer	
▶ 0000000292	09/19/2025 10:31 am	Consumer	
▶ 0000000288	09/18/2025 04:51 pm	Consumer	
▶ 0000000287	09/18/2025 04:31 pm	Consumer	
▶ 0000000286	09/18/2025 04:09 pm	Consumer	
▶ 0000000285	09/18/2025 04:09 pm	Consumer	
▶ 0000000277	09/04/2025 02:55 pm	Consumer	
▶ 0000000276	09/04/2025 02:54 pm	Consumer	

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**Figure 2: NonResidentConsumer Customer Type**

### Metrc resources

If you have any questions, or need additional support, the following resources are available:

**Contact Metrc Support** by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click the Support area dropdown on the navigational toolbar and click [support.metrc.com](https://support.metrc.com) to redirect to the portal.

*Please note:* If accessing the portal for the first time, a username (which is established when logging in), the respective state and “Facility license number”, and a valid email to set a password are required.

**Metrc Learn:** Metrc Learn is designed to offer interactive educational opportunities to enhance Metrc system users’ skills and provide various training options based on experience level.

In addition, the learning system is organized into facility-specific programs made up of various courses. To login or register for an account, visit [Metrc Learn](#).

**Access additional resources:** In the Metrc system, click on the Support area dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership.